

## Health Shuttles Passenger Guide

Hato Hone St John (HHStJ) is dedicated to providing healthcare, disability support, and a range of community services, including our Waka Ora Health Shuttles. Health Shuttle services work like a “rideshare” but with a key difference: unlike other rideshares, our service operates on a “koha” (donation) basis. This means passengers are invited to contribute what they can, helping us keep the service running for everyone who needs it.

### Community Rideshare Service



Not just for old people



Not a taxi or bus



Not a health or disability  
service, but we can transport  
wheelchair clients!



We serve our Clients, Passengers  
and Users



## About our Service

The Waka Ora Health Shuttle service is provided by dedicated Volunteer drivers and assistants throughout Aotearoa. To ensure our Volunteers and community are safe, our Drivers are required to pass the Advanced Driver Assessment, Police Clearance, First Aid Certificate and meet HHStJ Medical Standards.

## Key questions & what you should know

Key Questions	What you should know
Who can book and travel on a Health Shuttle?	Anyone who meets the eligibility criteria (outlined in this document) can use our Health Shuttles. If you are unable to get to health and wellbeing appointments due to transport, contact us to see if we have a suitable service in your area.
When can I use a shuttle?	Waka Ora Health Shuttles operate in the community to ensure those who need it, have access to reliable transport to and from Medical and Health and Wellbeing Appointments. These can include: <ul style="list-style-type: none"> <li>• GP or nurse appointments (including mental health appointments),</li> <li>• Hospital or Specialist Appointments,</li> <li>• Dental or Eye appointments or treatment,</li> <li>• Follow up appointments or rehabilitation appointments such as physio or hydrotherapy</li> </ul>
What are Wellbeing Appointments?	Wellbeing appointments support community engagement and can include journeys to visiting a family/whānau member in hospital, fitness coaching or social support groups. Not all Health Shuttle services provide transport for wellbeing-related appointments.
What time will I be picked up for my apt and when will I be home?	Often there will be several passengers travelling together on our service. Pick-up and drop-off times are coordinated to ensure that you and others on board are transported in the most efficient way possible.
Wellbeing appointments	Appointments supporting community engagement such as visiting a family/whānau member in hospital, fitness coaching, social support groups. Note: Not all Health Shuttle services provide transport for wellbeing-related appointments.
Why is there more time than I should need between being picked up and my appointment?	Being a rideshare service, our volunteers balance pick-up times based on who is booked in, where they live and everyone's appointments. While you may be onboard longer that if you were to drive directly to your appointment, this ensures that everyone arrives on time to their appointments. It is also likely that you may have a waiting time after you finish your appointment before the shuttle can return to pick you up. The volunteer will let you know how long this might be when you call for pick up.

## Mobility

To keep you, our Volunteers and other passengers safe onboard, we need to ensure you can get in and out of our Health Shuttles with limited support. Our volunteers can provide a hand to support or guide you on the steps but cannot assist with transferring or lifting onboard or to and from your destination. We may ask you the following questions to ensure you can travel safely:

- Can you move in and out of the shuttle using steps and/or handrails (excluding those in wheelchairs)?
- Will you be able to get yourself from the drop off point to your destination by yourself?
- Do you usually require a support person when travelling?

If you require additional support to travel and you have someone who can assist you on the journey, please let us know when we make the appointment. We will include them in the booking to ensure there is availability on the shuttle.

## Wheelchair Accessibility

Not all shuttles are wheelchair accessible; booking ahead ensures availability.

- Shuttles equipped to transport wheelchairs have appropriate safety features, including tie-downs and specialised seatbelts.
- Volunteers will secure the wheelchair safely and communicate with you during this process.
- For safety reasons Volunteers may need to check the total weight of you and your wheelchair to ensure hoist and ramp limits are not exceeded.

## Considerations when making a booking

Age of passengers	<p>Passengers need to be aged 18yrs+ to travel independently. Children aged between 7 -17 must travel with a suitable adult (parent, guardian, or caregiver) 18yrs+.</p> <p>We are unable to transport children under 7 years old on our Health Shuttles. The NZTA requirements for child restraints are very specific and as our drivers are Volunteers, they are not equipped or trained to safely manage these requirements.</p>
Health and Safety	<p>Passengers must not have any current infectious diseases/illness or be experiencing any cold or flu-like symptoms. The use of facemasks is strongly encouraged, but not mandatory.</p>
Passenger Safety	<p>Health Shuttles are a ridesharing service. Bookings may be declined if it is determined that other services, such as patient transfer or other providers, would be more appropriate to meet the passenger's needs.</p>
Safety restraints and seatbelts	<p>All passengers must adhere to all safety guidelines and ensure vehicle fitted safety restraints remain in place for the duration of the journey.</p>
Communication	<p>Passengers need to be able to independently, or with appropriate onsite support, be able to communicate effectively with our Volunteers and follow instructions as required.</p>

## Passenger responsibilities

To ensure a smooth and efficient service, we ask that all passengers:

- Be ready on time at the agreed pick-up location.
- Follow all safety rules, including wearing a seatbelt.
- Respect volunteers and fellow passengers. \Use headphones for any audio devices.
- Notify us as soon as possible if you need to cancel or change plans.

## Declining a booking

Requests to use this service may be declined if any passengers:

- If another transport service (e.g., Patient Transfer) is more suitable.
- If you require lifting or support beyond what our volunteers can provide.
- If you have infectious symptoms or appear too unwell to travel.
- If you have been previously disruptive or disrespectful onboard and your behaviour continues.

## Health Shuttle Conditions

Support persons	Passengers may wish to be accompanied by someone to provide support. To ensure we can accommodate the additional person, passengers need to advise they wish to be accompanied at time of booking.
Bookings	Bookings will be accepted once we have checked suitability and eligibility for our service and there is space onboard the day you need transport.
Priority of bookings	Bookings for medical appointments are typically prioritised over wellbeing appointments.
Third-party bookings	Any third party making a booking is responsible for ensuring passengers meet eligibility criteria and has consented to the booking.
Personal Hygiene	Passengers of this service are encouraged to maintain good personal hygiene to ensure a comfortable experience for everyone. Please note that transport may be declined if hygiene becomes a concern.
Personal Audio Devices	The use of personal devices is permitted; however, headphones must be used at all times.
Food and drink	<p>As this is a ridesharing service, hot drinks (such as takeaway coffee) are not permitted to ensure the safety and comfort of other passengers seated nearby.</p> <p>Passengers of this service are kindly requested to refrain from eating or drinking during transport, except for using a personal water bottle.</p>
Smoking, vaping and alcohol	Smoking, vaping and consumption of alcohol is prohibited.
Personal Effects and Baggage	Due to the limited space, passengers are asked to carry one small bag and (if needed) mobility related items. If you are unsure, please let us know when making a booking.

## General Information

St John is not responsible for any missed appointments due to delays beyond our control, including but not limited to traffic congestion, unforeseen road closures, or other external factors.

We appreciate your understanding and cooperation in following these conditions of service, which help us maintain a safe, efficient, and respectful environment for everyone using the Health Shuttle service. By adhering to these conditions, you contribute to the smooth operation of this valuable community service.

## Donations

Your voluntary contributions, in the form of donation or koha, are integral in helping us continue to provide transport to those in need across Aotearoa.

Thank you for being a part of the Health Shuttle service and supporting your community.

## Feedback

If you have any questions or feedback, we encourage you to reach out to us either by email at [wakaora@stjohn.org.nz](mailto:wakaora@stjohn.org.nz) or by phone on 0800 STJOHN (0800 785 646).